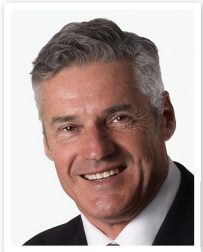




L.A. NEWS

NEWSLETTER #232, AUGUST 2024



FROM THE INSTITUTE PRESIDENT, NICHOLAS ACKERS

Dear Members,

August was a particularly active month for the Institute, with many division AGMs taking place. I want to express my gratitude to all the departing division councillors for their commitment and hard work. A special thanks goes to Elouise Cave, outgoing Chair of the Queensland division. Her nine years on the Council, including three as Chair, have seen the division thrive under her guidance, and her contributions have been greatly appreciated. I also want to thank outgoing Tasmanian division Chair Justin Liang for his efforts over the past year.

I extend my congratulations to the newly elected Councillors. The renewal process within our divisions is important, as it brings fresh perspectives and ideas that drive our collective progress. I warmly welcome John Periera (Tasmania) and Michael Brock (Queensland) as incoming division chairs, and I look forward to working with you moving forward.

The success of each division is a direct result of the dedication of those who volunteer their time to represent and promote the Institute. The continuous growth in our membership and the increased participation in AICLA activities stand as a testament to their efforts.

As we look ahead, the 2024 AICLA/ANZIIF Claims Convention is fast approaching on 26th of September. I am excited about the opportunity to reconnect with many of you in Sydney at what is our largest annual educational event. This year will be the 17th Claims Convention, a well-established and successful collaboration between AICLA and ANZIIF. Themed "Claims Under the Microscope – Driving Better Outcomes," this event is the premier insurance claims gathering in Australasia, attracting delegates, industry experts, and world-class speakers. The convention will offer crucial insights into key industry issues, such as AI in claims settlement, the impacts of climate change, and the effects of arson on insurance availability. I strongly encourage those who have not yet secured their tickets to do so promptly, as this is an invaluable opportunity for learning and networking.

In addition to the convention, I am thrilled to announce a new initiative: a free online education series of webinars aimed at supporting all AICLA members, particularly those in remote and regional areas who may not always have the

opportunity to attend in-person events. The inaugural webinar in this series will focus on mental health and is scheduled to coincide with R U OK? Day on 12th of September. This day is part of a national suicide prevention campaign that encourages people to stay connected and have meaningful conversations that can make a difference. The statistics around suicide in Australia are sobering, with data showing that 8.6 people take their own lives each day, an estimated 65,000 Australians attempt suicide each year, and over 10 million Australian adults know someone who has died by suicide. I urge all members to participate in this important event, and as with all our educational offerings, attendees will be eligible to claim CPD points.

Speaking of Continuing Professional Development (CPD), I would like to remind all members of the requirement to accumulate 30 CPD points annually. The upcoming Claims Convention and our new webinar series offer timely opportunities to boost your CPD tally as we approach the end of the year.

As we move towards the close of the year, many divisions are busy finalising the remainder of their annual schedules and end-of-year celebrations. Alongside the national CC24 and webinar educational events, we have a number of division-specific events to look forward to: the WA division will be hosting a networking function and its annual Christmas lunch; SA/NT will be holding its annual luncheon; Queensland will host its annual charity race day and end-of-year luncheon; NSW/ACT will have its annual charity race day; and the Victorian division will hold its annual division awards night.

I am looking forward to participating in these events as we navigate the remainder of the year, and I wish you all the best. Please remember to reach out to those around you and ask, "R U OK?"

Warm regards,
Nicholas Ackers, President – AICLA

UPCOMING EVENTS

Members and guests are invited to attend the following events. For further information and to register, please click on the event.

DATE	EVENT	LOCATION
5 Sept	WA Sundowner	Perth
13 Sept	SA/NT AICLA Luncheon	Adelaide
26 Sept	CC24	Sydney
16 Oct	QLD Charity Race Day	Brisbane
17 Oct	WA Educational Seminar	Perth
8 Nov	QLD End of Year Luncheon	Brisbane
6 Dec	WA Christmas Lunch	Perth
6 Dec	NSW/ACT Charity Race Day	Sydney
12 Dec	Vic Division Awards Night	Melbourne

NEW AND ELEVATED MEMBERS

Congratulations to the following new and recently elevated members:

NEW MEMBERS

NAME	CLASS	DIVISION
Reygen Pramana Jata	Affiliate	Int. Indonesia
Alvin Loh	Affiliate	Int. Malaysia
Sium Rosul	Affiliate	New South Wales
Katie Panteli	Affiliate	New Zealand
Catherine Bozoky	Affiliate	New Zealand
Elyse McKee	Affiliate	New Zealand
Katherine Ahern	Affiliate	Queensland
Norio Hino	Affiliate	Victoria
Kelly Nunn	Affiliate	Western Australia
Woo Nga Yin	Provisional	Int. Hong Kong
Hermes, Ng Tsz Him	Provisional	Int. Hong Kong
Chi Sum, Wan	Provisional	Int. Hong Kong
Ivan Li	Provisional	Int. Hong Kong
Chan Chun Joe	Provisional	Int. Hong Kong
Ng Ting Fung	Provisional	Int. Hong Kong
Eugene Chin	Provisional	Int. Malaysia
Eileen Chew	Provisional	Int. Malaysia
Shane Griffiths	Provisional	Queensland

ELEVATIONS

NAME	CLASS	DIVISION
Adam Noble	Fellow	Queensland
Melanie Richardson	Fellow	Queensland
Tulay Tuzun	Fellow	Victoria
Monty Hartigan	Associate	Queensland
Xin (Sing) Liu	Associate	Western Australia

UPCOMING AWARDS

The 2024 Carey Bird Scholarship scenario will be released shortly. Thank you to Ian McWalter of YDR

Sydney who is preparing the scenario. The Carey Bird scholarship offers a great prize of \$3000 cash or complimentary attendance at the Sydney Claims Convention or Asian Claims Conference, with the winner to choose.

The scholarship is an opportunity for members to showcase their ability to analyse a claim scenario and prepare a report.

We'd also like to advise that nominations will soon be open for this year's Lifetime Achievement Award with details being forwarded to members shortly.

This is a prestigious award and we expect to receive many worthy nominations which will be considered by the Board in October.

RETIREE MEMBERSHIPS

Keep up to date with AICLA division events, news and continue to receive AICLA member discounts by transferring to a retiree member when you leave the Loss Adjusting Industry. Annual membership fees are only \$77 (inc. GST) and will give the following benefits:

- Invitations to all of your division education and networking events
- Access to AICLA password protected member only ticketing
- Access to AICLA member discounts
- Subscription to LA news
- A copy of the institute's annual diary delivered
- Recognition in the institute diary as a retired member.

If you would like to take up this opportunity, please email head office at adminoffice@aicla.org

CONTINUING PROFESSIONAL DEVELOPMENT

All practising members of the institute are expected to comply with the requirements of continuing professional development.

To demonstrate compliance with continuing professional development, members must undertake an appropriate continuing education program.

Members are required to accumulate thirty (30) points over the year from 1 January to 31 December. One point equals one hour of qualifying professional activities.

The accumulation of points is on a self-assessment basis which is subject to random audits by AICLA.

There is no need to send through completed **CPD forms** to head office unless you are applying for an elevation or are asked (due to a random audit). Instead, we ask that you complete these annually and keep them saved locally.



NEW SOUTH WALES/ACT

The NSW / ACT Division held their annual AGM on 21 August 2024. Congratulations to the following elected committee members:

Chair:	Colin McEnery
Councillors	Nana Yeboah Fionnuala Mullen Jayson Demmer Danielle Chalmers Joel Arbuthnot Dennis Whittall

We thank those returning to the committee for another year and welcome our new committee members, Danielle, Joel and Dennis.

Please add a Save the Date to your calendars for this year's Annual Charity Race Day which will be held on Friday, 6 December 2024. The event will be held at The Stables, Randwick Racecourse. All monies from this event will be donated to Tribal Warrior – a very worthwhile charity helping local kids and families.

We also have a few more training sessions scheduled for the coming months. Please watch your emails for dates and topics to be covered.

As always a reminder that if you have any topics that you would like to see covered in upcoming sessions please email the Secretary.

SOUTH AUSTRALIA/NORTHERN TERRITORY

Our SA/NT Division AGM was held Thursday 15 August 2024 at the Goody and we congratulate our Committee elected for 2024:

Chair:	Samantha Sharp
Secretary:	Dylan McCarthy
Treasurer:	Benjamin Wilson
Councillors:	Craig Larkin Kym Barnett Mark Green Natalie McWaters Nick Mann Steve Flight

Sincere thanks to Sam Smith who has stepped down as Councillor after many years on the Committee, your dedication and commitment to AICLA is greatly appreciated.

Special mention also to Atefeh Karb who has relocated to Melbourne and recently joined the VIC Division Committee.

Our annual luncheon is fast approaching on Friday 13 September and tickets have sold out!! We are currently reviewing final release of tickets, and this will be advertised shortly.

We have now scheduled our last educational seminar for the year for Thursday 31 October at the Historian Hotel on 'Construction' and to be presented by Samantha Hocking, Principal at Gilchrist Connell.

An end of year networking event is also being planned to see out another successful year and details of these last two events for 2024 will be released shortly.

Please feel free to reach out to your Committee with any feedback and suggestions.

LOSS ADJUSTING BOOKS

To order your copy of *What Killed the Tiger: The Extraordinary History of Australasian Loss Adjusters* [click here...](#)

To order a copy of *The Art of Loss Adjusting* by Tony Morgan, [click here...](#)



NON-MEMBER MAILING LIST

[Sign up here](#) to receive LA News and notification of upcoming events.

NEW ZEALAND



After the annus horribilis year that 2023 inflicted on the NZ insurance industry, it was great for the NZ division to pick up from previous years and continue with our annual conference and luncheon.

As with previous years, this was held at the Maritime Room at the Viaduct Harbour, Auckland just a stone throw from some insurer's offices.

We had a reasonably good attendance with over 80 persons consisting of our chartered kin and their guests. Topics covered having a representative from Auckland City Council discussing its perspective of the January 2023 deluge and the rationale behind it assigning homes as safe or not. There were presentations from our friends at Hesketh Henry and Wotton Kearny on Contract Works & Legal updates respectively.

Two of our sponsors also got in the act with presentations. Thanks to Halliwell Global & Restore-It. Not forgetting ACH Consulting that helped us out as well.

At the conclusion of the conference, we held our AGM for which a full committee was elected.

Congratulations and welcome to our 2024 Committee:

Chair: Trina Far

Secretary: John Senior

Treasurer: Greig Halpin

Councillors: Dave Merrit, Paul Rae, Gioia Dawson, Maddie Stubbins, Anika Thomasson, Dan Palmer

Our luncheon speaker was Richard Hargreaves of Wynn Williams who gave us an enthralling lecture on insurance in ancient Rome. Who knew industry could be so interesting!

Overall the feedback was very positive and the NZ committee look forward to repeating this again in 2025.

The NZ Division and members would like to thank Greig Halpin for his tenure as Division Chair over the last six years. Throughout this time there have been numerous hurdles by way of national weather events not to mention Covid-19, all the while Greig continued to selflessly drive the NZ division. Greig remains on the committee as Treasurer and will no doubt remain heavily involved in the future.

QUEENSLAND



Following the recent Queensland AGM the division hosted the 2024 trivia evening. Over 150 attended the Customs House for the event with 20 teams battling for the title of 2024 trivia champion.

Our thanks go to all who participated and to event sponsors OptiRestore, Tallan Group and Steamatic for a great night. The full gallery of the event will be available shortly on our linked in page and next month's LA News.

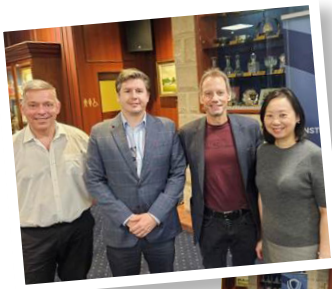
At our AGM Elouise Cave passed the mantle of division chair to Michael Brock. We thank Elouise for three distinguished years in the role and look forward to Michael's guidance moving forward.

Congratulations to newly appointed councillors Martha McGorman and Sumeet Bhardwaj and thanks to the departing Luke Stuart and Emily Weir for their many contributions.

Tickets for the 2024 charity race day are now open with early signs pointing to another sell out, the only place to secure your tickets to this exclusive event is via the **AICLA website**.

The recently opened Star Brisbane will host the end of year lunch on Friday 8th of November. Please mark the date in your calendar!

WESTERN AUSTRALIA



Nick Williams of Tellus Holdings spoke at our most recent educational seminar on regulations, responsibility, and obligations on attending to mitigation, clean up and disposal on commercial fire / storm damage in insurance situations where there is contamination from any number of materials. Nick spoke on different scenarios as well as one specific example of a fire in an industrial unit with focus on containment, mitigation, clean up and disposal of debris working in with authorities with reference to run off into storm water drains and local wetlands as well as impact on neighbouring businesses.

The event was well attended and the feedback on the material presented was positive with people indicating they learnt from the morning.

Our next events are:

SUNDOWNER

Thursday 5 September 2024 – Sundowner with industry veteran Glen Walker of RAC Insurance talking on entertaining investigation and claim scenarios followed by an opportunity to network over cocktail food and beverages.

EDUCATIONAL SEMINAR

Thursday 17 October 2024 – Ian Maybury of NIBA speaking on the topic “Bridging the Gap” focusing on communication between loss adjusters and brokers over the course of a claim from lodgement to closure.

CHRISTMAS LUNCH

Friday 6 December 2024 – ANZAC House St Georges Tce Perth with keynote speaker Liam Bartlett. We will be able to accommodate 18 tables of 10 at the event.

Vale

Ron G Bennett

The funeral of AICLA life member Ron Bennett was held on Tuesday 13 August 2024 who passed away in late July 2024 at the age of 94



Ron Bennett, in his early life, worked for many years as a motor mechanic. He commenced his own Loss Adjusting practice, as RG Bennett & Co, in the late 60's, early 70's as a sole trader, principally handling motor vehicle assessments. He diversified soon after to the field of workers compensation enquiries and investigations, working closely with the State Government Insurance Office (SGIO) for many years. The business quickly expanded to employ 3-4 staff, managing claims for several Insurers, still mostly motor vehicle and workers compensation claims but also expanding into the area of fire and general claims.

Ron sold the business some 10 years later, the new entity became National (West) Loss Adjusters, which he worked for as an employee for a few years, opening and managing an office in Bunbury for them. During his adjusting career, Ron spent some time representing AICLA as a Committee Member, Vice President and also President. On retirement he moved to, and lived in Denmark WA for many years, then to Mandurah.

He was awarded life membership of AICLA and until recently always maintained an interest in the Institute, regularly attending the AICLA WA Christmas function. Ron was also a life member of WA Centre of Surf Life Saving and the Fremantle Surf Life Saving Club. He was also the longest serving Justice of the Peace in WA starting as a 29-year-old in 1959.



AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$300.00 (+ GST) and the advertisement will be run for one month.

The advertisements also appear on the AICLA website www.aicla.org.

If you wish to advertise, please send information to adminoffice@aicla.org.

Advertisers can remain anonymous with job applicants responding direct to AICLA.